
S T O L L

K E E N O N

&

P A R K

L L P

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(502) 568-9100 PHONE | (502) 568-5700 FAX | WWW.SKPCOM

DOUGLAS F. BRENT
502-568-5734
brent@skp.com

July 25, 2005

Elizabeth O'Donnell
Kentucky Public Service Commission
211 Sower Boulevard
P.O. Box 615
Frankfort, Kentucky 40601

RECEIVED

JUL 26 2005

PUBLIC SERVICE
COMMISSION

RE: Case No. 2005-00186 – Momentum Telecom's Response to Information Requests

Dear Ms. O'Donnell:

Enclosed please find responses of Momentum Telecom, Inc. ("Momentum") to the Commission's June 22, 2005 Order in the referenced proceeding. That Order required telecommunications utilities with "unlimited calling plans" to respond to information requests appended to the Order. In addition, the Commission has ordered utilities with "unlimited calling plans" to respond to data requests from the Attorney General's Office of Rate Intervention. Momentum's responses to the Office of Rate Intervention are also enclosed.

Five copies of Momentum's response are enclosed. In addition, we are serving one copy to Assistant Attorney General Dennis G. Howard, II at the Office of Rate Intervention.

Please indicate receipt of this filing by your office by placing your file stamp on the extra copy and returning to me via the enclosed, self-addressed stamped envelope.

Sincerely yours,



Douglas F. Brent

Counsel for Momentum Telecom

COMMONWEALTH OF KENTUCKY
BEFORE THE PUBLIC SERVICE COMMISSION

RECEIVED

JUL 26 2005

PUBLIC SERVICE
COMMISSION

In the Matter of:

AN INQUIRY INTO LIMITATIONS)	
Of USE FOR TARIFFED SERVICES)	ADMINISTRATIVE
DESIGNATED OR OTHERWISE)	CASE NO. 2005-00186
REFERRED TO AS UNLIMITED)	

**MOMENTUM TELECOM'S RESPONSES TO THE ATTORNEY GENERAL'S
REQUEST FOR INFORMATION**

Pursuant to the Commission's July 1, 2005 Order granting intervention to the Office of Rate Intervention, Momentum Telecom, Inc. ("Momentum") provides the following responses to the Attorney General's data requests.

REQUEST NO. 1: Please provide copies of all advertisements, regardless of medium, solicitations, and explanations provided to the public to introduce, explain and/or market any plan labeled or otherwise described as "unlimited." In the event that the medium used is audio or video in nature, a transcript of same is deemed sufficient.

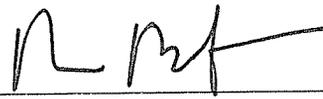
RESPONSE: Samples of direct mailers used in Kentucky are included as Attachment 1. These mailers are largely identical except for differences in artwork and in some cases, pricing. Originals are being included in a single envelope attached to the Commission's copy of this response. In addition, a bill insert used in 2004 to explain the conditions associated with the calling plans is included as Attachment 2.

REQUEST NO. 2: Please provide a copy of any and all contracts signed by customers who have participated or are participating in a plan labeled or otherwise

described as "unlimited. This request seeks only a copy of the blank contract(s), not the executed contract for every customer.

RESPONSE: Customers for the referenced services do not sign a contract. Service orders are confirmed in compliance with FCC and state rules governing presubscription.

Respectfully submitted,

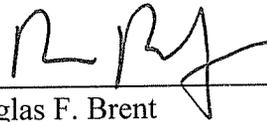


C. Kent Hatfield
Douglas F. Brent
STOLL KEENON & PARK, LLP
2650 AEGON Center
400 West Market Street
Louisville, Kentucky 40202
(502) 568-9100

COUNSEL FOR MOMENTUM TELECOM

CERTIFICATE OF SERVICE

A copy of the foregoing was served this 25nd day of July, 2005 first class, United States mail, postage prepaid, upon Dennis G. Howard, II, Assistant Attorney General, 1024 Capital Center Drive, Suite 200, Frankfort, KY 40601-8204.



Douglas F. Brent

Case No. 2005-00186

July 25, 2005

Attachment 1 to Momentum Telecom's Response to Attorney General DR No. 1

Note: one envelope containing sample advertising has been filed with the Commission.

Notice
Effective May 15, 2004

The MomentumFamily Products are designed for residential voice calling only, as well as periodically checking your email, surfing the Internet or sending faxes.

These products are not intended for usage not consistent with residential voice services, such as commercial use, auto dialing, telemarketing, extended Internet access, or other causes of excessive usage.

Under Momentum's Terms of Service*, monthly usage in excess of 5000 minutes per month is considered not consistent with residential voice service and shall be subject to an additional \$50 monthly recurring charge for each month in which such usage occurs.

Very few of our customers currently exceed the 5000 minute usage.

* Momentum's Terms of Service are on file with the applicable state regulatory agency.

COMMONWEALTH OF KENTUCKY
BEFORE THE PUBLIC SERVICE COMMISSION

RECEIVED

JUL 26 2005

In the Matter of:

PUBLIC SERVICE
COMMISSION

AN INQUIRY INTO LIMITATIONS)	
Of USE FOR TARIFFED SERVICES)	ADMINISTRATIVE
DESIGNATED OR OTHERWISE)	CASE NO. 2005-00186
REFERRED TO AS UNLIMITED)	

**MOMENTUM TELECOM'S RESPONSES TO THE COMMISSION'S REQUEST
FOR INFORMATION DATED JUNE 22, 2005**

Pursuant to the Commission's June 22, 2005 Order establishing this proceeding, Momentum Telecom, Inc. ("Momentum") provides the following responses to the questions attached as an Appendix to the Order.

REQUEST NO. 1: Does the utility offer a plan that is described, named, or marketed as "unlimited"? If yes, identify and describe the plan and provide copies of the tariff sheets on which the plans can be found.

RESPONSE: Yes, Momentum offers MomentumFamily Unlimited as described in section 5.5 of its tariff filed with the Kentucky Public Service Commission. Tariff sheets are included as Attachment 1. The tariff language is as follows:

"All MomentumFamily products are designed for residential voice calling only. These products are not intended for phone lines that are connected to the Internet for extended periods of time. If it is determined that usage is not consistent with residential voice applications, Momentum may immediately suspend, restrict or cancel the customer's service without prior notice and assess an additional \$50.00 monthly recurring charge for each month in which such usage occurred. Incidental Internet and other data usage is permitted provided however, that any usage in excess of 5,000 minutes per month shall be presumed to be not consistent with residential voice applications and shall be subject to the conditions above."

REQUEST NO. 2: If the utility has an “unlimited” plan, are there use restrictions or other limitations on the plan? If yes, describe these restrictions and reference the utility’s tariff.

RESPONSE: Yes, the tariff language from section 5.5 of our tariff is provided in No. 1 above.

REQUEST NO. 3: How and when are customers or potential customers notified of the limitations on the unlimited plan? Describe the notification.

RESPONSE: The restrictions of the unlimited plan are clearly outlined in the terms and conditions on Momentum’s website, at http://www.momentumtelecom.com/terms_service.asp. Also, all new customers are sent a feature booklet. In the FAQ section of the booklet there is a section which clearly explains the limitations of the plan and how much they will be billed if they exceed these limitations. The feature booklet is provided as Attachment 2 to this response. The pertinent language appearing on the website and in the booklet is the following:

Residential Voice Service

All MomentumFamilysm products are designed for residential voice calling only. These products are not intended for phone lines that are connected to the Internet for extended periods of time.

If it is determined that usage is not consistent with residential voice applications, Momentum may immediately suspend, restrict or cancel the customer's service without prior notice and assess an additional \$50.00 monthly recurring charge for each month in which such usage occurred. Incidental Internet and other data usage is permitted provided however, that any usage in excess of 5,000 minutes per month shall be presumed to be not consistent with residential voice applications and shall be subject to the conditions above.

REQUEST NO. 4: If third parties (agents, telemarketers, consignees, etc.) market, advertise, or otherwise offer end-users the utility's unlimited plan, explain how those "marketers" are required to verify compliance with the notice requirements.

RESPONSE: Momentum does not use third parties for marketing.

REQUEST NO. 5: Assuming a customer has subscribed to an "unlimited" plan that has use limitations, is the customer notified when the limitations are exceeded? If yes, how is the customer notified?

RESPONSE: The customer is notified upon receipt of their bill. There is an additional usage charge added to the customer's bill.

REQUEST NO. 6: How and when are customers notified that changes have been made to the plan?

RESPONSE: Bill inserts are provided to notify our customers of any changes 30 days in advance. Momentum used a bill insert to introduce changes to the plan in 2004. The insert is included as Attachment 3.

REQUEST NO. 7: Are customers able to check the number of minutes they have used in order to determine whether they will exceed the plan's limitations?

RESPONSE: Customers can call into customer service and any representative can add up the total usage for the current billing cycle. The real time usage summary may not include usage for the most recent three days unless Momentum has received CDR records from Momentum's long distance and local service wholesale providers.

REQUEST NO. 8: Explain why the utility markets, names, or describes a plan as "unlimited" when limits on the plan exist.

RESPONSE: Like other carriers, Momentum offers a flat-rated “unlimited” service which is designed to accommodate the vast majority of residential customers’ for voice service, including long distance needs. This inexpensively priced service is designed for residential voice calling only. The service was never intended to be a substitute for high volume calling services or private line services, nor is it intended for use as a substitute for a dedicated Internet connection. Momentum’s cost to provide unlimited service includes usage based charges for the underlying wholesale services. Customers who use the service for other than voice service, i.e. for extended connection to the Internet, disproportionately increase Momentum’s costs. Accordingly, in April 2004, Momentum made tariff revisions to clarify that any usage in excess of 5,000 minutes per month would be subject to an additional charge of \$50.00. Momentum notified its Kentucky customers of this change via a billing insert. The additional charge described in the tariff is seldom applied, because the vast majority of Momentum’s customers use fewer than 5,000 minutes per month. This suggests that customers understand the limitations of the plan.

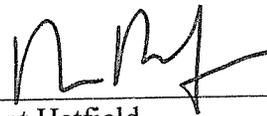
REQUEST NO. 9: Explain how the utility ensures that the unlimited plan is offered and the rates, terms, and conditions of service are applied without discrimination as required by KRS 278.170(1).

RESPONSE: Momentum offers this plan to all customers.

REQUEST NO. 10: Provide summary records of all complaints received by the utility regarding any unlimited plans offered in Kentucky since January 1, 2001. Include the date that the complaint was opened, customer class, description of complaint, description of complaint resolution, and date the complaint was closed.

RESPONSE: Momentum has responded to two formal complaints, in Case Nos. 2005-00007 and 2005-00061. Both complaints involved residential customers. The customers objected to Momentum's billing for a tariffed charge related to usage greater than 5,000 minutes. The Commission found that Momentum had acted properly under its filed tariff and dismissed the complaints.

Respectfully submitted,



C. Kent Hatfield
Douglas F. Brent
STOLL KEENON & PARK, LLP
2650 AEGON Center
400 West Market Street
Louisville, Kentucky 40202
(502) 568-9100

COUNSEL FOR MOMENTUM TELECOM

CERTIFICATE OF SERVICE

A copy of the foregoing was served this 25th day of July, 2005 first class, United States mail, postage prepaid, upon Dennis G. Howard, II, Assistant Attorney General, 1024 Capital Center Drive, Suite 200, Frankfort, KY 40601-8204.



Douglas F. Brent

	MON	TUES	WED	THUR	FRI	SAT	SUN
8:00 AM TO 5:00 PM*	DAYTIME RATE PERIOD						
5:00 PM TO 11:00 PM*	EVENING RATE PERIOD					EVE	
11:00 PM TO 8:00 AM*	NIGHT/WEEKEND RATE PERIOD						

* Up to but not including.

- 5.4.2** Calls are billed based on the rate in effect for the actual time period(s) during which the call occurs. Calls that cross rate period boundaries are billed the rates in effect in that boundary for each portion of the call, based on the time of day at the Customer location.
- 5.4.3** For services subject to holiday discounts, the following are Company recognized national holidays, determined at the location of the calling station. The evening rate is used on national holidays, unless a lower rate normally would apply.

New Year's Day	January 1
Memorial Day	As Federally Observed
Independence Day	July 4
Labor Day	As Federally Observed
Thanksgiving Day	As Federally Observed
Christmas Day	December 25

5.5 MomentumFamily Packages

Two packages have been designed to reward residence customers by providing a discount for local and long distance services: MomentumFamilySM 60, and MomentumFamilySM Unlimited. With both Programs, subscribers will receive a residence line as well as the following features:

Caller ID deluxe with anonymous call rejection
 Call waiting
 Three-way calling

Issued: April 8, 2004

Effective: May 8, 2004

Issued by: Alan L. Creighton, President and Chief Executive Officer
 Momentum Telecom, Inc.
 2700 Corporate Drive, Suite 200
 Birmingham, Alabama 35242
 1-800-466-2210

**PUBLIC SERVICE COMMISSION
 OF KENTUCKY
 EFFECTIVE**

MAY 08 2004

**PURSUANT TO 807 KAR 5:011
 SECTION 9(1)
 BY  EXECUTIVE DIRECTOR**

Momentum Telecom, Inc.
2700 Corporate Drive, Suite 200
Birmingham, Alabama 35242

Kentucky PSC Tariff No. 1
Original Page 40

Repeat dialing
Call forwarding
Call block
Call return
30 code speed dial
900/976 blocking.

Momentum**FamilySM 60** Program includes 60 minutes of long distance usage. Each additional minute above 60 will be billed at \$.05 per minute. The Momentum**FamilySM Unlimited** Program includes unlimited domestic 1+ long distance usage.

All long distance calls with the Momentum**FamilySM** Programs are domestic 1+ interstate and intrastate calling, which will be billed in whole minute increments. Any fractional minutes will be rounded to the nearest whole penny. Unused minutes will not roll over to the next month.

All Momentum**FamilySM** products are designed for residential voice calling only. These products are not intended for phone lines that are connected to the Internet for extended periods of time. If it is determined that usage is not consistent with residential voice applications, Momentum may immediately suspend, restrict or cancel the customer's service without prior notice and assess an additional \$50.00 monthly recurring charge for each month in which such usage occurred. Incidental Internet and other data usage is permitted provided however, that any usage in excess of 5,000 minutes per month shall be presumed to be not consistent with residential voice applications and shall be subject to the conditions above.

5.6 Momentum**Biz SM** Packages

Two packages have been designed to reward business customers by providing a discount for local and long distance services: Momentum**Biz 60sm**, and Momentum**Biz 600sm**. With both Programs, subscribers will receive a business line as well as any of the following features:

Caller ID	Call trace
Call waiting	Call block
Three-way calling	Call return
Repeat dialing	900/976 blocking
Call forwarding	30 code speed dial
Hunting	

Momentum**Biz 60sm** Program includes 60 minutes of domestic 1+ long distance usage. The Momentum**Biz 600sm** Program includes 600 minutes of domestic 1+ long distance usage. Each additional minute above 60 will be billed at \$.059 per minute. Unused minutes will not roll over to the next month. Both Programs include unlimited expanded area calling.

Issued: April 8, 2004

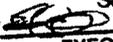
Effective: May 8, 2004

Issued by: Alan L. Creighton, President and Chief Executive Officer
Momentum Telecom, Inc.
2700 Corporate Drive, Suite 200
Birmingham, Alabama 35242
1-800-466-2210

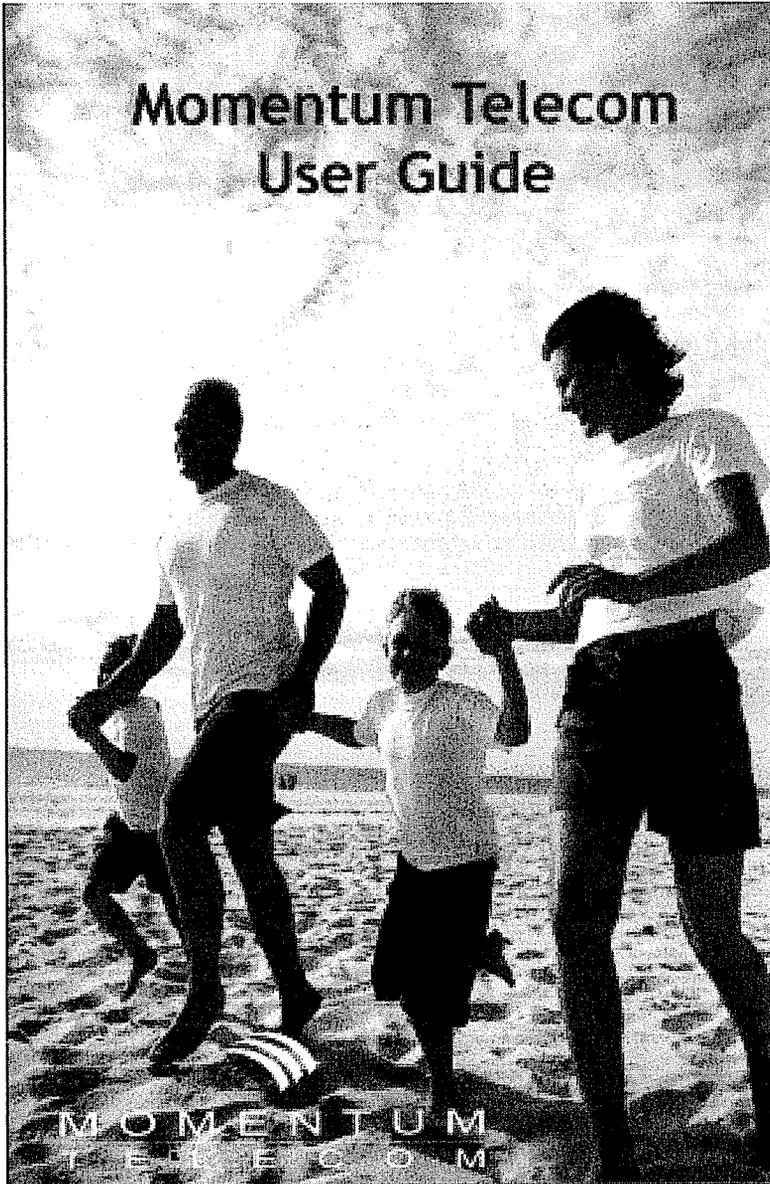
**PUBLIC SERVICE COMMISSION
OF KENTUCKY
EFFECTIVE**

MAY 08 2004

**PURSUANT TO 807 KAR 5:011
SECTION 9 (1)**

BY: 
EXECUTIVE DIRECTOR

Momentum Telecom User Guide



MOMENTUM
TELECOM




from the desk of
Mark Ray, VP Customer Service

Dear Friend of Momentum:

You have made the right decision "connecting with Momentum." Momentum's unsurpassed network reliability, real live customer support, value pricing and satisfaction guarantee are a great combination for anyone. We appreciate you choosing Momentum and look forward to a long relationship.

I encourage you to review the Frequently Asked Questions on pages 14 and 15. The remainder of this booklet explains how to use the many features offered by Momentum. If you have questions not answered here, or want to add a feature, please call one of our trained Customer Care Associates at 1.877.271.0236.

Again, thank you for choosing us. We know you have made the right choice and we appreciate your business.

Sincerely,
Mark Ray



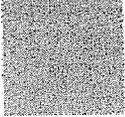
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Momentum Telecom

Momentum Telecom combines local service and long distance into low-cost packages. MomentumFamily plans include Call Block, Regional Calling, Caller ID Deluxe with Anonymous Call Rejection, Call Forwarding, Call Return, Call Waiting/ID Deluxe, Repeat Dialing, Speed Calling, Three-Way Calling and Custom Toll Restriction, all at no additional charge. Additional lines, voicemail and other options are available for an additional monthly charge.

Packaged Features...

(where available)

Regional Calling Plan

By using Momentum's Regional Calling Plan, you can use 7- or 10- digit dialing to talk to friends and family in your regional area (LATA-wide) at any time, just like a local call.

Three-Way Calling

This feature allows you to hold a three-way conference call.

To activate Three-Way Calling:

- 1) While on the first call, depress the switch hook.
- 2) Listen for a dial tone.
- 3) Dial the third party's number.
- 4) When you're ready to add the original caller, depress the switch hook again.

To remove the third party:

- 1) Depress the switch hook again.
- 2) The original connection will be restored.

Call Waiting/ID Deluxe

When you are on the phone, the Call Waiting feature alerts you with a tone signal that another caller is attempting to dial in. The feature also allows you to place the first call on hold, answer the second call and then alternate between both callers.

The Caller ID feature allows you to view the directory name and number of the party placing an incoming telephone call, along with the date and the time the call is placed, on a Caller ID display unit (not supplied by Momentum.)

To activate Call Waiting:

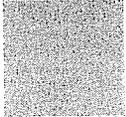
- 1) While on a call, depress the switch hook once. The first call will be put on hold and you will be connected to the second call.
- 2) To return to the original call, depress the switch hook again. You will be able to switch back and forth between two calls by depressing the switch hook.

To use Caller ID:

- 1) Wait for two full rings when you receive an incoming call.
- 2) Check the Caller ID unit for the name and number of the party placing the incoming call.

900/976 Restriction

Custom Toll Restriction blocks outgoing calls on your line to 900 and similar numbers which add additional charges to your phone bill. To deactivate Custom Toll Restriction, call a Customer Care Associate at 1.877.271.0236.



Repeat Dialing

The Repeat Dialing feature allows you to have a number automatically redialed if you get a busy signal. When Repeat Dialing is activated, the line is checked every 45 seconds for up to 30 minutes and alerts you with a distinctive ringing pattern when the busy number is free. You can continue to make and receive calls while the feature is activated. Please note that the following types of calls cannot be reached using Repeat Dialing:

- Calls to 800 Service numbers
- Calls to 900 Service numbers
- Calls preceded by an Inter-Exchange Carrier Access Code
- International Direct Distance Dialed Calls
- Calls to Directory Assistance
- Calls to 911

To activate Repeat Dialing:

- 1) Listen for a dial tone.
- 2) Dial the desired number.
- 3) If the line is busy, hang up.
- 4) Dial *66, you should hear a confirmation tone, then hang up.
- 5) When the desired number is freed up, you should hear a distinctive ring.
- 6) Pick up the handset and the call will be completed.

Caller ID Deluxe with Anonymous Call Rejection (ACR)

The Caller ID feature allows you to view the directory name and number of the party placing an incoming telephone call, along with the date and the time the call is placed, on a Caller ID display unit (not supplied by Momentum.)

To use Caller ID:

- 1) Wait for two full rings when you receive an incoming call.
- 2) Check the Caller ID unit for the name and number of the party placing the incoming call.

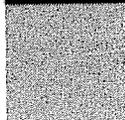
The Anonymous Call Rejection feature allows you to automatically reject incoming calls from parties that have blocked their directory or identifying information.

To activate ACR:

- 1) Listen for a dial tone.
- 2) Dial *77.
- 3) ACR will be activated automatically.

To deactivate ACR:

- 1) Listen for a dial tone.
- 2) Dial *87.
- 3) ACR will be deactivated automatically.



Speed Calling

Speed Calling allows you to place calls to other telephone numbers by dialing a one or two digit code rather than the complete telephone number.

The feature allows you to create either an 8 code or a 30 code list, which can include local and/or long distance telephone numbers.

To activate the Speed Calling 8 feature:

- 1) Listen for a dial tone.
- 2) Dial 74#.
- 3) Select a one-digit code (2 through 9).
- 4) Dial the code selected and the telephone number (example: 2+1+800+555-1212).
- 5) Listen for two beeps to confirm your entry.

To activate the Speed Calling 30 feature:

- 1) Listen for a dial tone.
- 2) Dial 75#.
- 3) Select a two-digit code (20 through 49).
- 4) Dial the code selected and the telephone number (example: 20+1+800+555-1212).
- 5) Listen for two beeps to confirm your entry.

To use the Speed Calling feature:

- 1) Listen for a dial tone.
- 2) Dial the one or two digit code and then # key.

Call Return

When the Call Return feature is activated, Call Return provides the number, and in some areas the date and time, of the last incoming call.

To activate Call Return:

- 1) Listen for a dial tone.
- 2) Dial *69.
- 3) If the line is not busy, the call will complete.

To deactivate Call Return:

- 1) Listen for a dial tone.
- 2) Dial *89.
- 3) After the announcement, hang up the phone.

Call Forwarding

This feature allows you to transfer incoming calls to another telephone number by dialing a code and the telephone number to which calls are to be transferred.

To activate Call Forwarding from a *remote location*:

- 1) Dial the special access number which can be given to you by calling our customer service department.
- 2) Dial your 10-digit telephone number.
- 3) Dial your PIN followed by #.
- 4) Dial 72#.
- 5) Dial the telephone number to which the calls are to be forwarded followed by #.
- 6) Follow the voice instructions to confirm or change the number to which the calls are to be forwarded.

To deactivate Call Forwarding from a *remote location*:

- 1) Dial the special access number which can be given to you by calling our customer service department.
- 2) Dial your 10-digit telephone number.
- 3) Dial your PIN followed by #.
- 4) Dial 73#.
- 5) Dial 1 to confirm.



To activate Call Forwarding from *home*:

- 1) Listen for a dial tone.
- 2) Dial 72#.
- 3) Listen for a second dial tone.
- 4) Dial the telephone number to which the calls are to be forwarded.
- 5) When the called party answers, Call Forwarding is activated.
- 6) If the line is busy or no one answers, hang up. Repeat steps 1 through 4.
- 7) Listen for two short tones.

To deactivate Call Forwarding from *home*:

- 1) Listen for a dial tone.
- 2) Dial 73#.
- 3) When you hear two beeps and dial tone, Call Forwarding is deactivated.

Call Block

The Call Block feature allows you to prevent incoming calls from up to six different telephone numbers. When a call is placed to your number from a number on the screening list, the caller receives an announcement indicating the party he is attempting to contact does not wish to receive calls at this time.

To Check the Status of Your Call Block (On/Off)

- 1) At the dial tone, dial *80.

To Turn It On

- 1) At the dial tone, dial *60.
- 2) Dial 3 to turn it on.

To Turn It Off

- 1) At the dial tone, dial *60.
- 2) Dial 3 to turn it off.

Add a phone number to your list:

- 1) At the dial tone, dial*60.
- 2) Press # and wait for the tone.
- 3) Dial the first number to be added, then # .
- 4) Repeat Steps 2 and 3 to add more numbers.

Block calls from your last caller:

- 1) At the dial tone, dial*60.
- 2) Press # and wait for the tone.
- 3) Dial 01 followed by #.

To edit numbers for the screening list:

- 1) Pick up the phone and listen for dial tone
- 2) Dial *60
- 3) To activate Call Block with the existing screening list, hang up.
- 4) To establish or change the screening list, listen for instructions.

Additional Features

(where available)

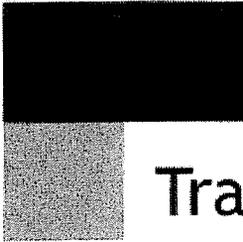
The following features are available for an *additional monthly charge*. These prices are subject to change without notice.

Please call one of our Customer Care Associates to check on prices and availability in your area.

Directory Assistance

The Directory Assistance feature provides you with the number associated with a particular directory listing. Momentum customers are provided with a maximum of two listings per call to Directory Assistance. Each call incurs a one time charge.

- 1) Listen for dial tone.
- 2) Dial 1411.
- 3) Follow the automated instructions.



Travel Cards

Add the convenience of a travel card when you join the MomentumFamily: great rates, no activation fee, no monthly fee. At only \$1.00 per call, plus 15 cents per minute anywhere in the continental U.S., you can not beat it!

Voice Mail

The Voice Mail feature is like an answering machine; it allows callers to leave a message that can be retrieved at a later time. The main mailbox will hold a total of 30 messages at once – new and saved. New messages are kept for 14 days; saved messages are kept for 7 days.

A pass code, personal recorded greeting and the name of the main mailbox can be created the first time you use your Voice Mail. The initial pass code will be your phone number. There will be a prompt instructing you to change the pass code.

To set up the main mailbox:

- 1) Dial the Voice Mail service access number provided by Momentum. If you're calling from your home phone, move to step 2. If you're not calling from your home phone, press * and enter your mailbox number.
- 2) Enter your temporary pass code and then you will be prompted to enter your permanent pass code. Record your name, press #. Record your greeting, Press #.
- 3) After you've finished recording your name and greeting, press # to return to the main menu.

To use Voice Mail:

- 1) Listen for a dial tone or stutter tone.
- 2) Dial your Voice Mail access number.

- 3) Dial * while the personal greeting is playing.
- 4) Enter your pass code.

Note: Most customers with voicemail can access their mailbox by dialing *98 from their home phone. (Not available in all areas.)

Privacy Director

When an unidentified caller dials your home number, Privacy Director intercepts the call and requests the caller to record their name or their company's name. You hear the caller's name and you can choose one of the following options:

- 1) Press 1 to accept the call.
- 2) Press 2 to reject a sales call.
- 3) Press 3 to ignore the call.

General Information:

- 1) When callers are connected to the Privacy Director announcement, the call is answered and the calling party is billed for any applicable charges associated with the call, such as a toll free call.
- 2) In order for Privacy Director to leave a message on your answering system, your greeting must be at least 12 seconds long.

International Calling Plan

If you make international calls, this package offers great savings on the cost of international calls. (International calls for customers who do not select this package are automatically billed at the standard rate.)

Inside Wire Maintenance Plan

For a low monthly fee, Momentum's Inside Wire Maintenance Plan will insure you from the cost of repairing or trouble shooting your existing inside telephone wiring or telephone jacks.

Frequently Asked Questions

WHO DO I CALL TO SET UP OR TROUBLE-SHOOT MY DIAL-UP INTERNET SERVICE?

Call our Internet Help Desk at 1.877.880.3555.

HOW CAN I MAKE A PAYMENT TO MOMENTUM?

There are five ways to make a payment:

- 1) To pay your bill online by credit card, please access www.momentumtelecom.com. You must have your internet access code which is listed on your monthly phone bill.
- 2) Send your payment and remittance slip in the pre-addressed return envelope included with your bill.
- 3) Mail your check or money order to:
MomentumFamily
P.O. Box 2257
Decatur, AL 35609
- 4) Call Customer Care at 1.877.271.0236 to pay via American Express, VISA or MasterCard.
- 5) Pay at one of our many Local Payment Centers located within our service area. Go to www.momentumtelecom.com or call our Payment Center (1-877-216-6750) for locations nearest you.

HOW DO I ACCESS MY VOICE MAIL?

After you have ordered Voice Mail service, we will contact you with your access number and instructions on setting up your new service. If you have received your access number, see the Voice Mail activation instructions on page 12.

WHO DO I CALL IF I HAVE A BILLING QUESTION, WANT TO ADD FEATURES OR HAVE A SERVICE PROBLEM?

We pride ourselves on how easy it is to do business with us. Simply call 1.877.271.0236 to speak with a Customer Care Associate who will help you with your request, including adding any of our many special features to your phone service.

CAN I CONTACT YOU BY EMAIL?

Our email address is help@momentumtelecom.com.

DO I NEED TO CALL MY PREVIOUS TELECOMMUNICATIONS CARRIER TO DISCONNECT SERVICE?

Typically, you will not have to call your previous local or long distance carrier. If you receive a bill from your previous carrier for a time frame that overlaps with Momentum's invoice, contact your previous carrier for credit.

WHAT DOES UNLIMITED MEAN?

All MomentumFamilysm products are designed for residential voice calling only. These products are not intended for phone lines that are connected to the Internet for extended periods of time.

If it is determined that usage is not consistent with residential voice applications, Momentum may immediately suspend, restrict or cancel the customer's service without prior notice and assess an additional \$50.00 monthly recurring charge for each month in which such usage occurred. Incidental Internet and other data usage is permitted provided however, that any usage in excess of 5,000 minutes per month shall be presumed to be not consistent with residential voice applications and shall be subject to the conditions above.

Notice
Effective May 15, 2004

The MomentumFamily Products are designed for residential voice calling only, as well as periodically checking your email, surfing the Internet or sending faxes.

These products are not intended for usage not consistent with residential voice services, such as commercial use, auto dialing, telemarketing, extended internet access, or other causes of excessive usage.

Under Momentum's Terms of Service*, monthly usage in excess of 5000 minutes per month is considered not consistent with residential voice service and shall be subject to an additional \$50 monthly recurring charge for each month in which such usage occurs.

Very few of our customers currently exceed the 5000 minute usage.

* Momentum's Terms of Service are on file with the applicable state regulatory agency.